

# Commonwealth Office of Technology

## Rated Service Description

Telecom Equipment Installation & Maintenance		Rate
<b>VC40</b>	<p>Hourly</p> <p>Flat labor rate for installation and/or maintenance of voice equipment and/or services</p> <p>COT is the provider of this service. (Contractors may be used at COT discretion)</p> <p>This service is available to any State Government agency, at any location.</p> <p>Travel time is billable.</p> <p>A minimum charge of 1/2 Hour is applicable to all requests.</p> <p>Maintenance performed by contractors on behalf of the agencies will be billed up to a maximum of \$85.00 per hr.</p> <p>Overtime will be billed at time and half. (\$112.50 per hour)</p>	\$75.00
<b>VC40</b>	<p><b>Includes the following HARDWARE</b></p> <p>The cost of any/all materials used in the completion of a service request, are "passed-thru" directly to the requesting agency.</p>	
<b>VC40</b>	<p><b>Includes the following SOFTWARE</b></p> <p><b>NONE</b></p>	
<b>VC40</b>	<p><b>Includes the following SERVICES</b></p> <p>Installation, maintenance, troubleshooting and repair of voice equipment and/or services across the Commonwealth.</p> <p>COT staff will assist agencies to repair, replace, modify and/or install most types of voice equipment including telephone sets, auto-attendants, voice mail, modem lines, and fax lines. COT reserves the right to refuse to work on equipment at COT's discretion.</p>	
<b>VC40</b>	<p><b>To Initiate Service or Report a Problem with this service</b></p> <p><b>Please contact the Commonwealth Service Desk:</b></p> <ul style="list-style-type: none"><li>• 24x7 Phone support: 502-564-7576</li><li>• Toll free support number: 800-372-7434</li><li>• Via e-mail CommonwealthServiceDesk@ky.gov</li></ul> <p>Agency will need to provide a valid COT billing number to the Commonwealth Service Desk when requesting this service. Requests must come from an authorized agency telephone coordinator.</p>	
<b>VC40</b>	<p><b>Additional Service Clarifications</b></p>	